

**Nontraditional Student Center
Program Review (December 2010)**

One-Year Report

Revised March 29, 2012

Unit Mission, Goals, and Outcomes

RECOMMENDATIONS	PLAN OF ACTION	TARGET DATE	COMPLETED
<p>Serve married students, singles or couples</p>	<p><i>Note: Spring Semester 2011 the staff implemented some programming for singles and married students including Junction City Big Band dance for couples, Nontrad Nights and single appreciation day. The center has offered such programming in the past.</i></p> <ol style="list-style-type: none"> 1) Work more closely with the LDSSA married organization and promote the events they have planned. 2) Organize at least one activity a semester for married students and one for single nontrad students. 	<ol style="list-style-type: none"> 1) Fall 2011/ Spring 2011 2) Fall 2011/ Spring 2011 	<ol style="list-style-type: none"> 1) Unable to meet with LDSSA. Given recent developments with Davis Campus, the focus will be redirected to working with the new staff of Davis and transitioning some programming across the campuses. 2) Singles <ol style="list-style-type: none"> a) Nontrad Nights movie night for singles/ Ogden Fri, Jan 13, 2012, 5:30-8:30pm b) Single Appreciation Bags Feb 13-17, 2012 <p>(We are organizing an older adult program and activities for Summer/ Fall Semester 2012 to include workshops, mix 'N' mingles, and outings).</p> <p>Couples</p> <ol style="list-style-type: none"> a) Homecoming Family Dance Fri, Oct 14, 5-8pm b) Healthy Relationships Workshop Wed, Oct 12, 12noon c) 80's movie matinee Sat, Sep 10, 8am-12midnight d) Mystery Dinner Date Night/ Davis Feb 2012
<p>Integrate Students into campus</p>	<p><i>Note: The impression from the Nontrad staff is the committee may not have understood their roles or asked questions to clarify the "transition" model and the role</i></p>	<ol style="list-style-type: none"> 1) Fall 2011/ Spring 2011 2) Fall 2011 	<p>Current Liaisons: Student Success Center, Academic Support Center and Programs, Honors, Veterans, Women's Center, Davis</p>

	<p><i>they play with students. Spring 2011 a “Campus Connect” program was created. November 2010 peer mentors/ advisors were assigned departments on campus to be their liaison and as of January 20, 2011 have met with their liaison departments to begin conversations about ways to collaborate.</i></p> <ol style="list-style-type: none"> 1) Collaborate with liaison departments to create at least one program, activity, or workshop with each assigned area. Establish a liaison for more departments as staff allows. 2) A) Clarify dual roles of “safe haven” and transition model into the university through marketing materials and advertising, specifically modify mission statement and add testimonials on website and in brochure. B) An inquiry list will be started in fall to track those students who come into the center and who may or may not revisit. This is to demonstrate how we assist in the transition of these students to the greater campus community. The students will select all that apply in the areas of married, single, parent, or over 25. The staff will select an area of inquiry after the student has been helped: Hourly Childcare, programs/services in the Nontrad Center (Epiphany, Purple Pals, Pinnacle Honor Society), programs/ services outside of the Nontrad Center (tutoring, testing, involvement). 3) Organize a luncheon for all nontrad students and invite departments (based on results of desired or needed academic departments, programs and/or services from survey in April 2011) to present on their services, and have the “Campus Connect” tour as part of the luncheon. Also as part of the luncheon provide a survey. 	<ol style="list-style-type: none"> 3) Fall 2011(Sept – 3rd week) 	<p>and West Center.</p> <ol style="list-style-type: none"> 1) A) Presentation on CIVITAS Program by Community Involvement Center Tues, Oct 11, 10am The Nontrad Center will encourage students to attend more CIC events, including presentations on CIVITAS. More integrated programming around service learning will be offered in fall semester for families. Self Care Seminar with Academic Support Programs (supported and advertised to students) Fri, Nov 4, 2011, 11am-12:30pm Manicures (provided by Nontrad) Topics: <ul style="list-style-type: none"> Regularly Having Fun Building Relationships Color Touch Stress Levels (The Nontrad Center will continue to support this event) Davis Campus activities (all activities are advertised on our email) Bought 100 tickets to POW WOW through Multicultural Center, and a table at the International Student Banquet and gave tickets to students. (The Nontrad Center will continue to purchase tickets for students to attend programs offered through other departments) 2) A) New brochure is being created to match the campaigns through CE. B) Inquiry List was abandoned in
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			<p>summer 2011.</p> <p>B) The student tracking program was to have some of these features. Will administer this process when the tracking system is available. Website has been updated, and testimonials will be gathered during campaign for fund raising.</p> <p>3) In evaluating the responses, it was determined that many of the suggested workshops are offered through the Women’s Center and other entities and therefore a luncheon would not be the best use of resources. We advertise the Women’s Center activities and other campus departments’ activities and workshops through email. Budget restraints also influenced this decision.</p>
<p>Reception Desk knowledge and coverage</p>	<p><i>Note: All Peer Mentors/ Advisors were hired in October 2010, with the exception of one Peer Advisor who has been with the center for four years. Therefore, at the time of review, only one member was fully trained, the others had only one month of experience.</i></p> <p><i>By January 3, 2011 all Peer Mentors/ Advisors were required to visit all department listed in the training manual (provided by the Multicultural Center).</i></p> <p>The Peer Mentors/Advisors will all be trained on campus resources, accountability, campus transition, communication skills and other topics during training in March 2011.</p> <p>Note: There was not front desk coverage from Oct 2010 to January 2011 due to the new hires and transition of employees. This semester the front desk is covered 100% of the time and will be covered in the future with the six students the six students that were hired in Oct.</p>	<p>March 2011</p>	<p>Nontrad sponsored the women Peer Mentors/ Advisors to attend the Women Empowerment Conference for women and leadership. Thurs, June 9, 2011</p> <p>Staff Retreat and Training held Wed, June 15, 2011.</p> <p>Topics:</p> <ul style="list-style-type: none"> Help Nontrad Students Discover Self Childcare Updates Customer Service Team Building <p>All Peer Mentors/ Advisors attended the Student Affairs Student Employee Training held Wed, Aug, 17, 2011. Students training was given by the Nontrad coordinator on March 14,</p>

	<p>2010. As students leave or graduate, they will be replaced. (Programming will be reduced slightly to compensate for the need of front desk coverage).</p>		<p>2011 and all staff attended. The training was held in September 2011 Topics: Interact Effectively with Others Respond to Conflict Maintain Positive Relationships Follow-up Evaluation was completed by Peer Mentors/ Peer Advisors in November 2011.</p> <p>Weekly staff meetings are held every semester and are required to attend. Trainings such as FERPA, Conflict resolution, Enrollment Services, and Student Affairs areas are covered during staff meetings.</p>
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Programs

RECOMMENDATIONS	PLAN OF ACTIONS	TARGET DATE	COMPLETED
Hourly childcare	A summer discount is being offered for those who sign up in the summer. They receive a free Purple Pals membership, first 12 hours free if they have two children attending, and a summer fun kit.	Summer 2011	This was offered to increase summer enrollment. No significant difference was noted. This will be discontinued for future summers. We will increase advertising to families
**More involvement with Continuing Ed and West and advising	<i>Note: The Nontrad Center sends flyers, posters and correspondence to the Davis and West Center on a regular basis. The center also sends out emails once a week including all the activities held at the Davis Campus and West Center and any other requests we receive from campus for events going on that nontrad students would be interested in attending. There is a board in the center for campus events including a section just for the Davis Campus.</i>	1) Spring 2011 2) Summer 2011 3) Spring 2012	1) Anna Marie Singleton from the Student Success Center is our liaison with the Nontrad Center. Brenda Smith, Peer Mentor, is the student liaison with this office and Student Success Center. Anna Marie has attended two staff meetings fall semester, and is scheduled to attend Spring 2012.

	<ol style="list-style-type: none">1) Work with the Student Success Center to have more connection with an advisor for nontrad students. Invite them to staff meetings, make sure they know about current events, etc.2) Request student information collected from Continuing Education recruitment efforts. Distribute information about the Nontraditional Student Center to these students.3) Establish a Nontraditional Student Center advisory board to look at assessment, mission, outcomes, programming, etc. <p><i>Note: The Nontraditional Student Center will continue to enhance communication with departments who serve the nontraditional student population at WSU. Continue to request survey data from Assessment Coordinator as it relates to nontraditional students.</i></p>		<ol style="list-style-type: none">2) New brochure is designed and ready to print in July 2012. The brochure aligns with the marketing through CE. This brochure will be distributed with all other material CE distributes at booths, fairs, and mailings. All West Center and Davis Campus activities are sent out on email, flyers are hung in the center, and students are encouraged to attend.3) A Nontrad Partner's Group was established in Fall 2011. The team consists of the Continuing Education Marketing Coordinator, Continuing Education Specialist/ West Center, Nontrad Coordinator/ Ogden Campus, Nontrad Advisors (Ogden and Davis Campus), Nontrad Secretary, Dean of Students, and Assistant Dean of Students/ Davis Campus. The Vice President and Associate Vice President for Student Affairs and Vice Provost and Dean of Continuing Education are invited to attend. The Partner's Group met Fall Semester and will be meeting again in April or May 2012 at the Davis Campus.
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Leadership and Staffing

RECOMMENDATIONS	PLAN OF ACTION	TARGET DATE	COMPLETED
Knowledge of student staff	<p><i>NOTE: In addition to the training to visit all departments, training in March 2011, the Peer Mentors/ Advisors attended Strengths Quest training January 2011 and the Academy of Leadership in February 2011.</i></p> <p><i>Epiphany Editors attended a writing conference at BYU in Feb. 2011. Staff meetings were scheduled for this semester so everyone could attend except one Peer Mentor. This is not typical. It is dependent on the students' class schedules, but future staff meetings will be scheduled with everyone if possible.</i></p> <p><i>All student employees have nametags and will consistently wear them during their shift. As new employees are hired, new nametags will be made for them to wear.</i></p>		<p>In addition to previously mentioned training, March 14, 2012, a retreat was held and all staff were provided with Strengths Quest overview and training.</p> <p>(See Front Desk knowledge and coverage. Ongoing trainings, retreats and leadership opportunities will be provided). The Peer Mentors and Advisors will be attending trainings in 2012-2013 in conjunction with Student Affairs Employee Training.</p>

Facilities, Equipment, and Technology

RECOMMENDATIONS	PLAN OF ACTION	TARGET DATE	COMPLETED
More Space	<ol style="list-style-type: none"> 1) Request of additional tables from Union administration to have outside of Nontrad Center (recommended by VP Student Affairs) will assist with the overflow of the center if these tables are not occupied by other union visitors and if the Union deems it reasonable to provide these. 2) Will work closely with Student Affairs Technology to find solutions to managing 	<ol style="list-style-type: none"> 1) Fall 2011 2) Fall 2011 	<ol style="list-style-type: none"> 1) There has been no progress on this request. 2) The computer lab is being managed more effectively. Updates on all computers are completed during breaks and computers are running more efficient.

	the Nontrad Computer Lab in an efficient and effective way.		

Assessment and Evaluation

Quantitative Needs Assessment of entire program	<ol style="list-style-type: none"> 1) Survey will be administered in April 2011 to assess needs of the overall nontrad population, with direct attention on married students with and without children and single nontrads and to assess "How does the NSC know they are really being successful and reaching the students that need the most?" An overall survey of the Nontrad Student Center and students' needs was done in 2003-2004, and 2007-2008. 2) Schedule a focus group for students to comment on planned programs, services, and staff. 	<ol style="list-style-type: none"> 1) April 2011 2) November 2011 	<ol style="list-style-type: none"> 1) The survey was administered in April 2011. Planning Fall 2011 and Spring 2012 developed around results. 2) Focus Group Tues, Feb 7, 12noon Facilitated by the Student Affairs Assessment Coordinator. (The survey and focus group results will be revisited as planning continues for Fall 2012 and Spring 2013. The survey will be administered in Spring 2013 and will include some Davis Campus questions as this will be one-year from new model for nontrad at Davis Campus)
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**The committee recommended in several places that there needs to be more integration of students into the campus and more connection with Continuing Education. If deemed appropriate and reasonable, the coordinator of the Nontrad Center is supportive of starting these conversations with Davis Campus, West Center, and Continuing Education through formal meetings and planning strategies.

Note: Nontrad Partner's Meeting was held Fall 2011. Since 2010 the Nontrad Center has presented at Transition Days (Orientation) and presented Nov 22, 2011 and Nov 30, 2011.